

Dear patients,

Following the Corona Virus lockdown period, we are pleased to inform you that the practice will be reopening for routine and emergency dental care from 8 June 2020.

When we return, things will be quite different for a while, as we get back to our clinical duties but at the same ensure that the safety of our patients and staff is our top priority. The measures we have taken are to ensure excellent hygiene and as few contacts with other people as possible, thus reducing the risks for all of us.

To keep everyone safe, please find below details of the changes we have been required to make which will affect your experience when you visit us. If you have any questions, please do not hesitate to contact the Practice on 01476 563164 or email us at [reception@stcatherinesdentalpractice.co.uk](mailto:reception@stcatherinesdentalpractice.co.uk)

### **The patient experience- what to expect at your next appointment**

#### **Before attending your appointment**

Ideally, you will need to have completed your medical questionnaire before your appointment. If you have a text message reminder then this will have included a link to **Patient Portal** where the medical questionnaire can be completed. This is the safest and most convenient way for us to take your medical details, so please make sure you have done this if possible. The dentist will check that you have completed the medical history questionnaire during your **pre-treatment telephone call**.

You will receive your **pre-treatment telephone call** prior to the appointment to check on the health status of both you and those in your household. This will be done the day before your appointment.

**Your appointment cannot go ahead unless this telephone call has taken place. Nobody can enter the practice without previously being screened for symptoms of Corona Virus.**

Please try make sure you have visited the toilet before attending if possible, as patient toilet facilities are not available at this time.

#### **Arrival**

Please arrive at the front door and wait for someone to let you in. it is best not to arrive too early so as to avoid unnecessary contact with other people, we suggest 5-10 minutes before your appointment time. Please observe social distancing outside the practice, keeping 2 metres away from others.

Please try to bring as few items of outdoor wear and bags, etc., as possible into the Practice.

Family members and chaperones – You should attend the appointment on your own, unless the patient requires a carer, or a child under 16 will need to attend with a parent. Please do not bring siblings or other children to appointments. All chaperones are required to wear a face covering or mask before entering the practice (you will need to supply this yourself).

You will be asked to use hand sanitiser on entry to the building, and your temperature will be taken. (If your temperature is 37.8 degrees or above then your appointment will be rescheduled.) You will be required to observe social distancing and stay 2m away from others while in the practice.

#### **In the practice**

All magazines and leaflets have been removed and surfaces decluttered.

The appointment book has been altered to stagger the appointment times between dentists to reduce patients meeting in waiting areas or reception.

The reception area will be wiped down regularly during the working day.

Unaccompanied children will not be allowed to remain in reception. Ideally there should not be more than one child in the treatment room.

### **PPE**

PPE will be worn to ensure the safety of our staff and patients. Clinicians will wear single use plastic apron, single use nitrile gloves, eye protection and a FRSM face mask.

### **After the appointment**

After your treatment, you will be directed to reception to book your next appointment and make payment if required. Payments will be with card only; for hygiene reasons, we will no longer be able to accept cash. The card machine has a disposable cover which will be replaced after each transaction. A 2m distance will be maintained between the receptionist and patient. If you wish to purchase brushes, floss, mouthwash etc we have a list of items available at reception, but these will no longer be on display.

Surgeries will be thoroughly cleaned between patients (this has always been the case).

All touch points in the practice will be wiped down with a disinfectant wipe. This will include the door handles, rails, chairs etc.

Where at all possible, windows/doors will be kept open throughout the building for the flow of air.

**Symptoms of Corona Virus infection after your appointment-** if you develop any of the symptoms of the virus up to 14 days following your appointment, you must contact the practice to inform us.

Thank you for taking the time to read this letter and thank you for your continued understanding during these challenging times.

We look forward to welcoming you to our practice soon,

With very best wishes from the management team at St Catherines Dental Practice